

Chapter 1: Understanding Meridian IVR

Meridian IVR specifications

Hardware and software

Please refer to the *Meridian IVR Product Guide*, (NTP 555-9001-010) for all Release 2.0/I hardware and software specifications.

System administration

System administration activities include using Meridian IVR to run and manage applications and the application processor. The system administration includes a variety of tasks such as

- installing and running applications
- configuring and operating a system that may include several Meridian IVR systems
- managing the many telephone lines that Meridian Mail and Meridian IVR can control
- running reports
- recording and installing prompts (the recordings that applications use to communicate with callers)

Platform and release dependencies

Two distinct Meridian IVR Release 2.0/I product options are offered:

- the Development system, which provides the capability to develop, modify, and run applications
- the Run-Time system, which is used to run previously developed applications on the Meridian IVR system.

Supported Meridian IVR software

Meridian IVR Release 2.0/I supports shared and dedicated channel allocation and usage. It supports automatic restart of the system upon power failure.

Meridian IVR 2.0/I supports multiple ACCESS links. This, however, is dependant on the Meridian Mail platform used. With the standard configuration, two ACCESS links and up to 96 voice channels can be supported with one Application Processor (AP).

The following table summarizes the Meridian Mail platforms which can be used with Meridian IVR and the compatible software releases. It also provides the corresponding number of ACCESS links supported, and the number of Application Processors that can be used for each Meridian Mail platform.

Table 1-1
Compatibility with Meridian Mail

Meridian Mail Platform	Link Type	Max Ports	MM	MM	MM	MM	MM	MM	MM	MM	ACCESS Links		# of AP's
			Rls 8	Rls 9	Rls 9.2	Rls 9.4	Rls 9.5	Rls 9.6	Rls		MM 8-9	MM 10*	
Card Option	AML/CSL	12				✓		✓	✓		1	2	1
Modular Option (Classic)	AML/CSL	64	✓								2		1
Modular Option (Classic) with MMP40	AML/CSL	64					✓	✓	✓		2	8	1
Shelf Option	AML/CSL	24	✓								1		1
Shelf Option with MMP40	AML/CSL	24					✓	✓	✓		1	6	1
Modular Option (EC)	AML/CSL	64	✓	✓			✓	✓			2		1
Modular Option (EC) with MMP40	AML/CSL	96					✓	✓	✓		2	8	1
Modular Option (GP)	SMDI	64	✓								2		1

Table 1-1
Compatibility with Meridian Mail (Continued)

Meridian Mail Platform	Link Type	Max Ports	MM	RIs 8	MM	RIs 9	MM	RIs 9.2	MM	RIs 9.4	MM	RIs 9.5	MM	RIs 9.6	MM	RIs	ACCESS Links		# of AP's
																	MM 8-9	MM 10*	
Modular Option (GP) with MMP40	SMDI	64									√		√		√		2	8	1
MSM	SMDI	192	√				√						√		√		4	8	2
End																			

* Speed of ACCESS Links will vary according to the number of links and number of MMail nodes.

About Meridian ACCESS

Meridian ACCESS is used to provide specialized services combining the convenience of a telephone with the power of a computer. Often these services are Interactive Voice Response (IVR) applications which enable you to retrieve information or place an order over the telephone simply by pressing the telephone keys.

Preconfiguration requirements

Meridian Mail, your private branch exchange (PBX) and your UNIX workstation must all meet the following requirements before you can configure your system for Meridian IVR.

Meridian Mail

Your Meridian Mail system must

- be fully installed according to *Meridian Mail Installation Procedures* (NTP 555-70x1-210)
- have the Meridian ACCESS feature enabled. See the *Meridian Mail System Installation and Modification* (NTP 555-7001-215) for details.
- have sufficient voice ports (channels) installed
- have sufficient storage (disk space) for voice prompts and messages
- have a dataport available for ACCESS links

Meridian Mail serial ports on the RS-232 Service Module (RSM) card are configured as Data Terminal Equipment (DTE). Serial ports on the Single Board Computer (SBC) card are configured as Data Communications Equipment (DCE). Only the transmit, receive, and ground pins (pins 2, 3, and 4) are required for the ACCESS link to operate.

Notes:

- 1** Meridian Mail serial ports on the Card Option platform can be configured as either DCE or DTE. However, it is recommended that you configure serial port 2 for ACCESS, which eliminates any potential reconfiguration problems if you already have serial ports configured for Hospitality Voice Services. For more information on how to configure the serial ports refer to *Option 11: Installation and Maintenance* (NTP 555-7071-210).
- 2** For EC Meridian Mail systems, all dataports are configured as DTE on both the utility pack and the SBC. For MSM systems, dataports require a current loop adapter to convert the signal to RS-232. The adapters are usually configurable to either DCE or DTE.
- 3** Turn on silence compression if you are using the *Voice Prompt Editor User Guide* (NTP 555-7001-318) to develop voice prompts.

More information on some of these requirements can be found under **“Planning applications” on page 5-1.**

Private branch exchange

Your private branch exchange (PBX) must

- meet the requirements for Meridian Mail as specified in the *Meridian Mail Site and Installation Planning Guide* (NTP 555-70x1-200)
- be fully configured for Meridian Mail according to *Meridian Mail Installation Procedures* (NTP 555-70x1-210)
- have all voice channels configured
- have sufficient incoming and outgoing trunks and line cards installed and configured

Meridian IVR hardware platform

The Meridian IVR system refers to the hardware platform which uses the Meridian IVR product. The hardware platform does not necessarily have to be installed before configuration begins, but it must be functioning by the time you are ready to install and test the Meridian IVR system. The workstation must

- be connected to a dataport on Meridian Mail
- have the Meridian ACCESS-based application system fully installed